

Usersnap

Make every feedback actionable

Happy with our product?

How could we improve?

Add Asana integration

Company plan

Font weight is wrong

Andrew, Designer

Rate your experience

How was your experience?

How could we improve?

We'd love to hear your suggestion

Send Feedback

You just saw something new!

What is your first reaction to this feature?

☐ Innovative

☒ User-friendly

☐ Nothing special

☐ Difficult to navigate

☐ Poor quality

Why?

Add your feedback

Send Feedback

How can we help?

Report a bug
Something is broken?
Let us know!

Feedback
Have any suggestions?

Help
Check out our help page
or request support

Jira-4435

@kim found a bug here

Estelle, QA manager

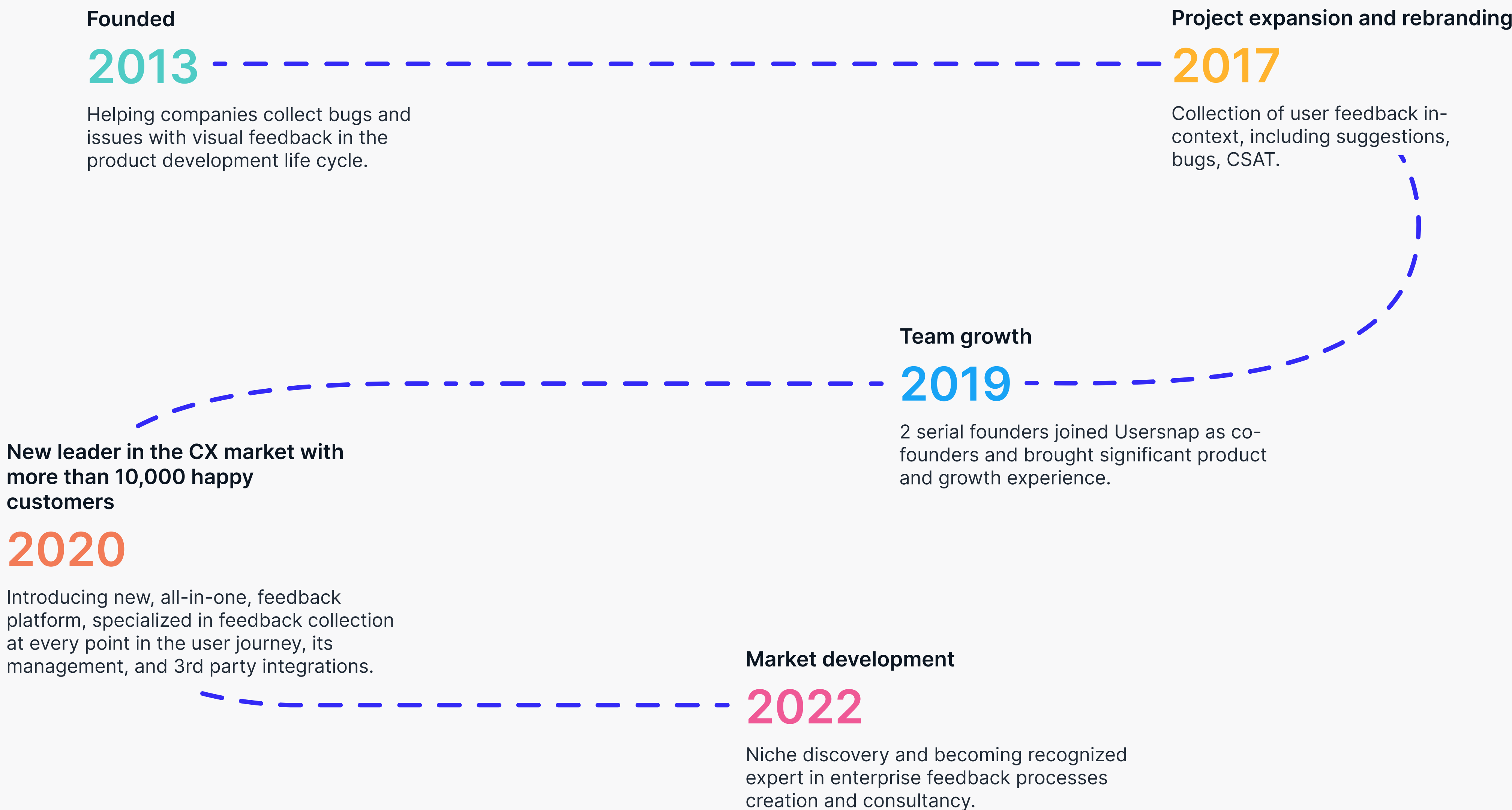
Ambassador

★★★★★ **Amazing tool**

amber@email.com

Feedback

We've built a feedback platform, use case by use case



Empowering organizations across industries of all sizes and stages

Trusted by 16,000+ companies worldwide

With
+2 Million
feedback items collected annually

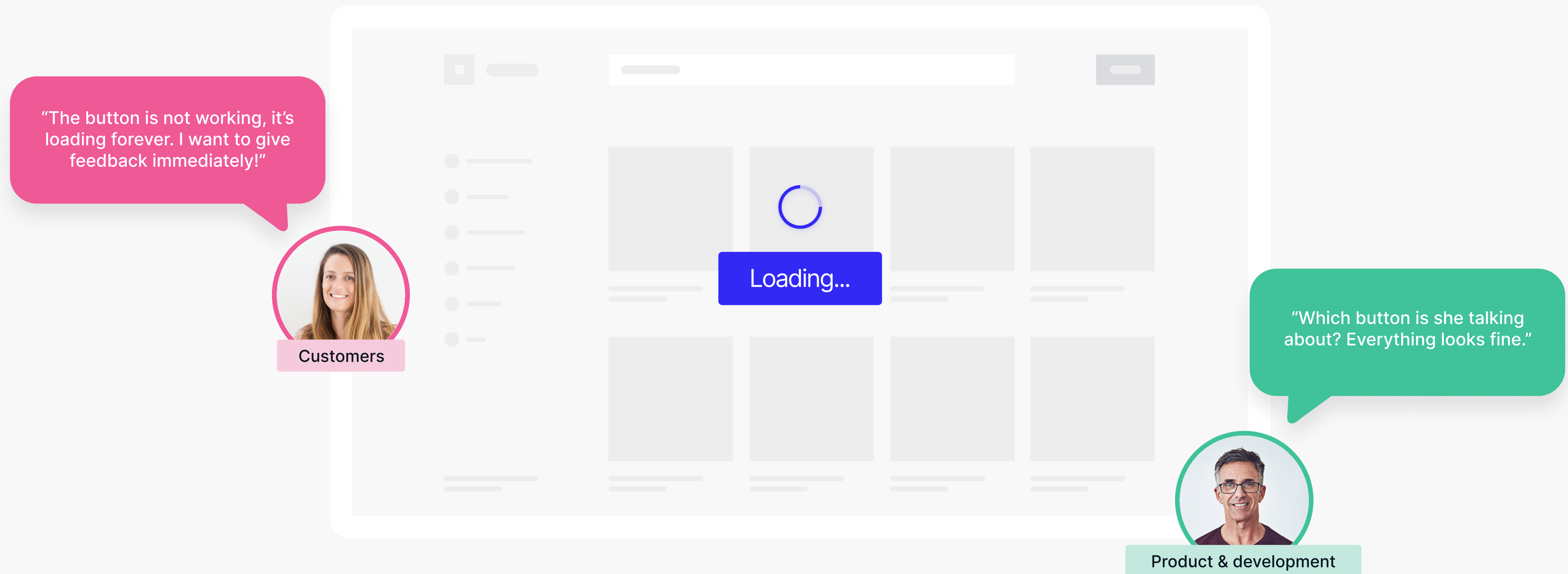
x5
average feedback increase at every point in user journey

25%
time saved on routing and triaging bugs

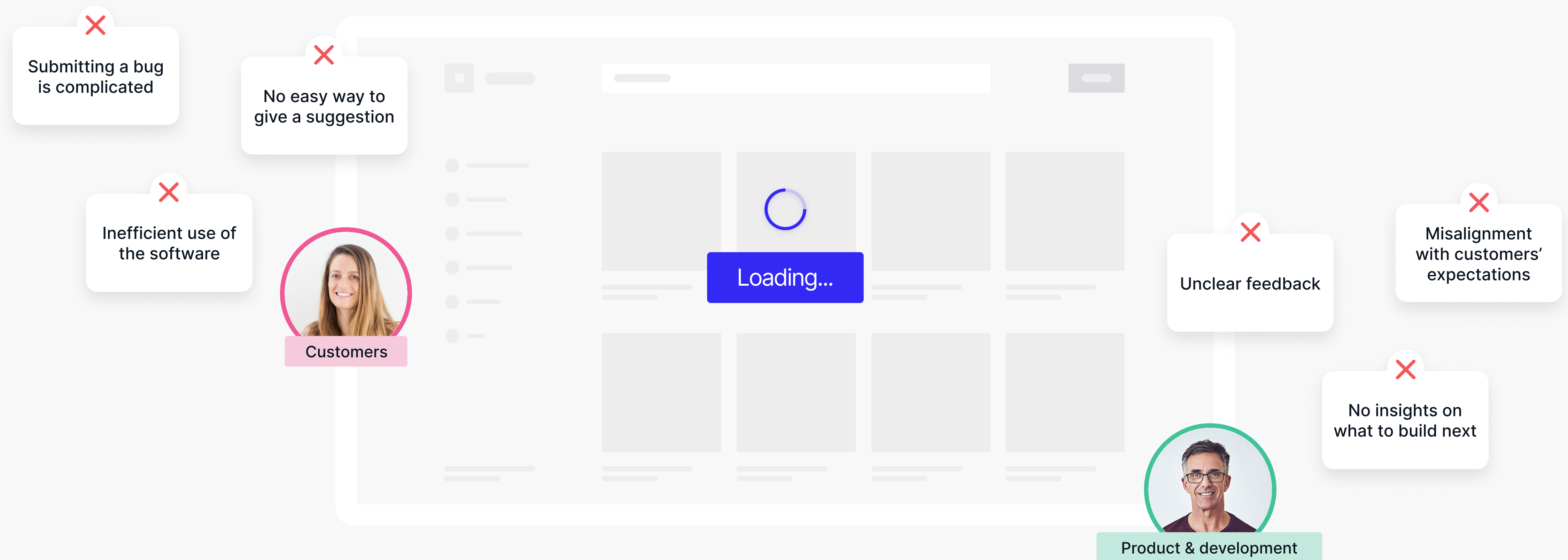


Why you need Usersnap

Unclear feedback, manual bug reporting, lack of after-release insights, bring stakeholders on knees



Customers are not tech skilled and equipped. Product & dev teams lack visibility and communication. **Everyone wastes time.**



Resulting in **wasted time, opportunities and money**

\$100B+

per year lost due bad customer experience in the US alone.

3+ hours

Per employee lost per week due to unclear feedback and communication.

75+ opportunities

Per company lost per year due to lack of real-time feedback and customers' insights.

We are changing the game with the all-in-one feedback software

The image displays a central product mockup with several user annotations:

- Annotation 1:** A red badge labeled "Jira-4435" with a user profile for "@kim" (Estelle, QA manager) pointing to a bug report box.
- Annotation 2:** A red circle around a text element with a user profile for "Andrew, Designer" stating "Font weight is wrong".

Surrounding the mockup are various feedback and analytics widgets:

- Top Left:** A widget with "your logo" and a star icon, asking to "Rate your experience" and "Let us know how we can improve."
- Bottom Left:** A widget with "your logo" asking "How happy are you with our product?" with a five-pointed smiley scale, "How could we improve?" with a text input, and an optional email field.
- Bottom Center:** A recording toolbar with a red stop button, a microphone icon, and a "Recording 3.4" status.
- Bottom Right:** A "Feature request" widget with a progress bar for "Slack integration", "Keyboard shortcuts", and "Text formatting".
- Far Right:** A "Customer Engagement" widget showing a donut chart with a "+35%" increase and a bar chart for "Quarter 01" through "Quarter 04".

That's backed by **best-in-class customer service**



Friendly, professional partners.

Connect with our team of proven experts to answer all your questions by email or chat.



24/7 availability worldwide

No matter where you are located, our team is there for you, 24 hours a day.

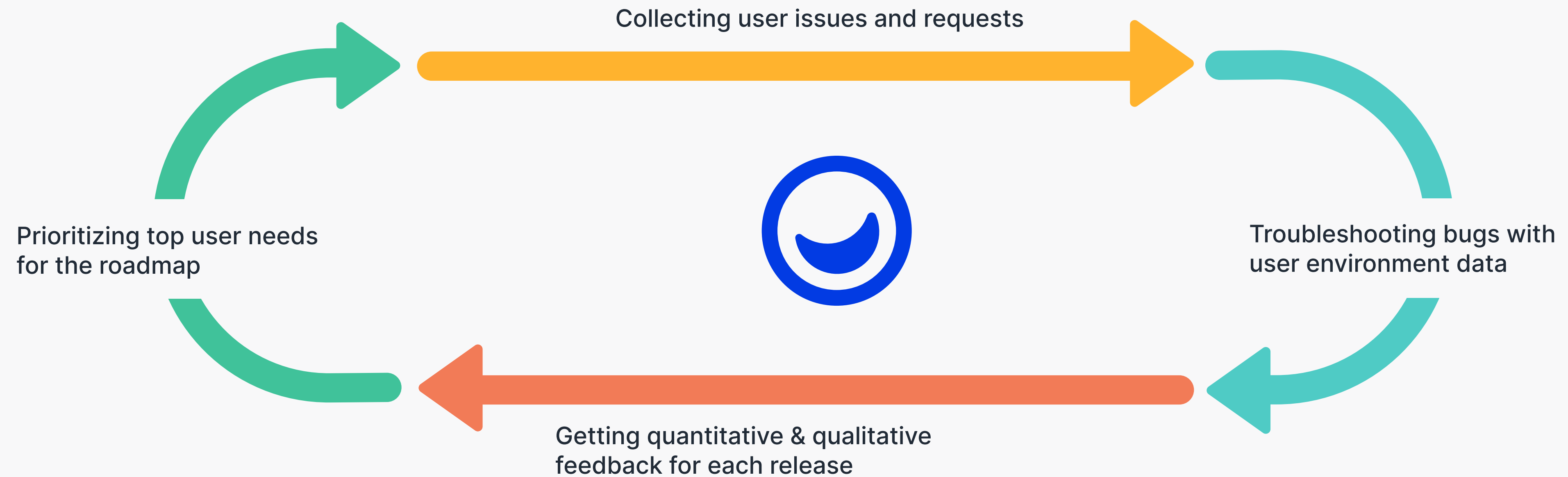


Guidance from day one

Get the most out of Usersnap with personal onboarding for you and your team.

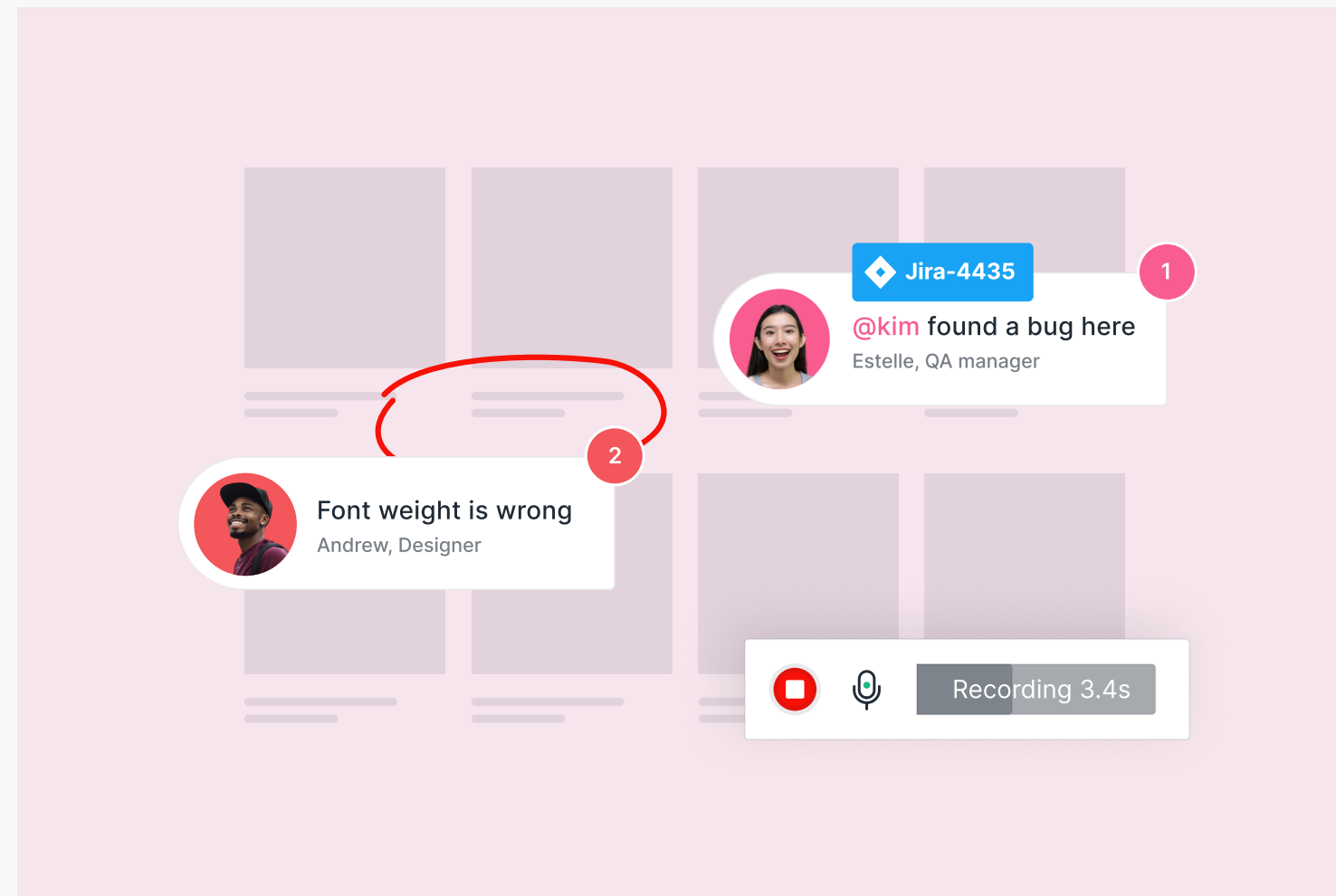


We've built a feedback platform, use case by use case



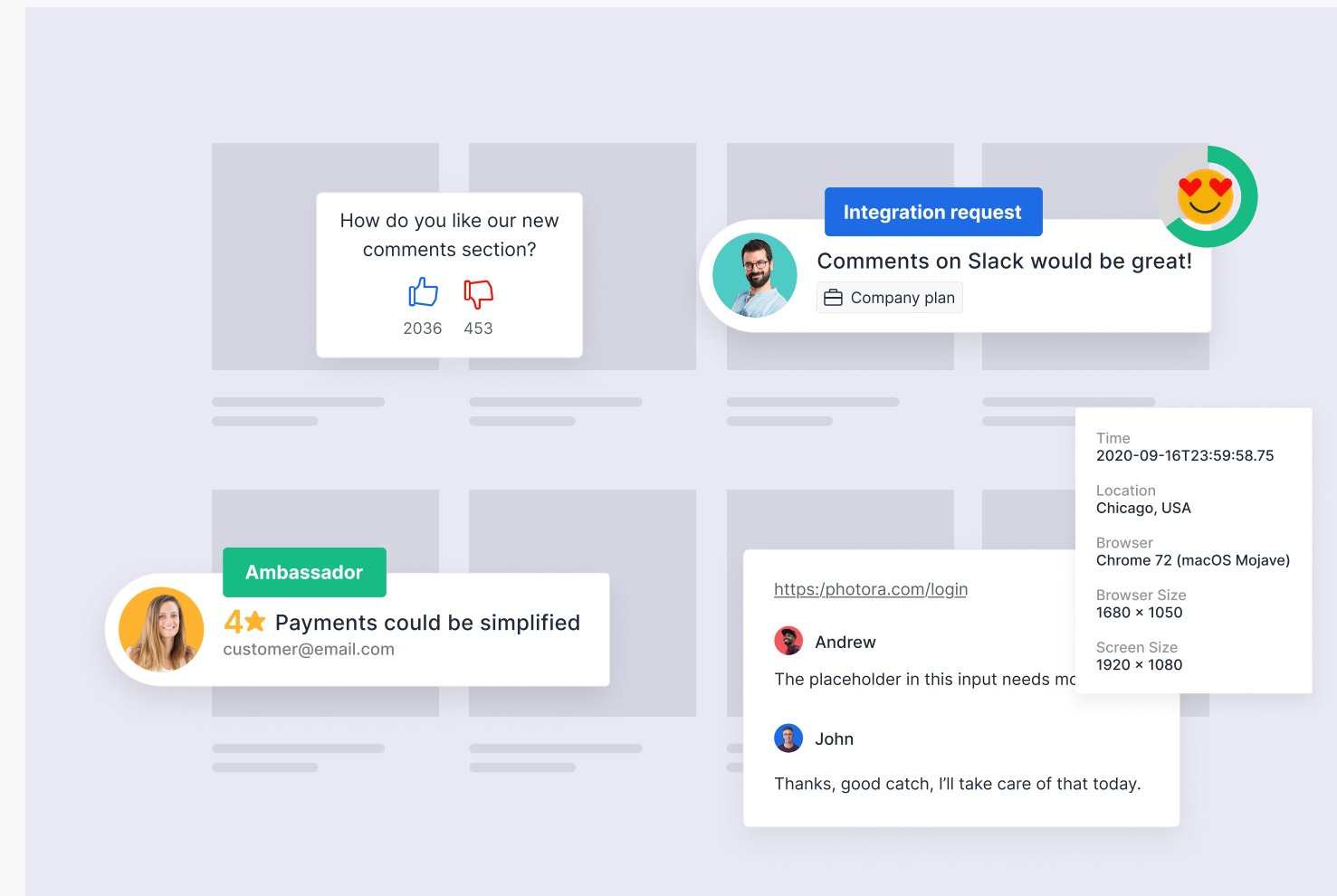
What makes Usersnap unique

Your business gets ahead with a solution that keeps the pace



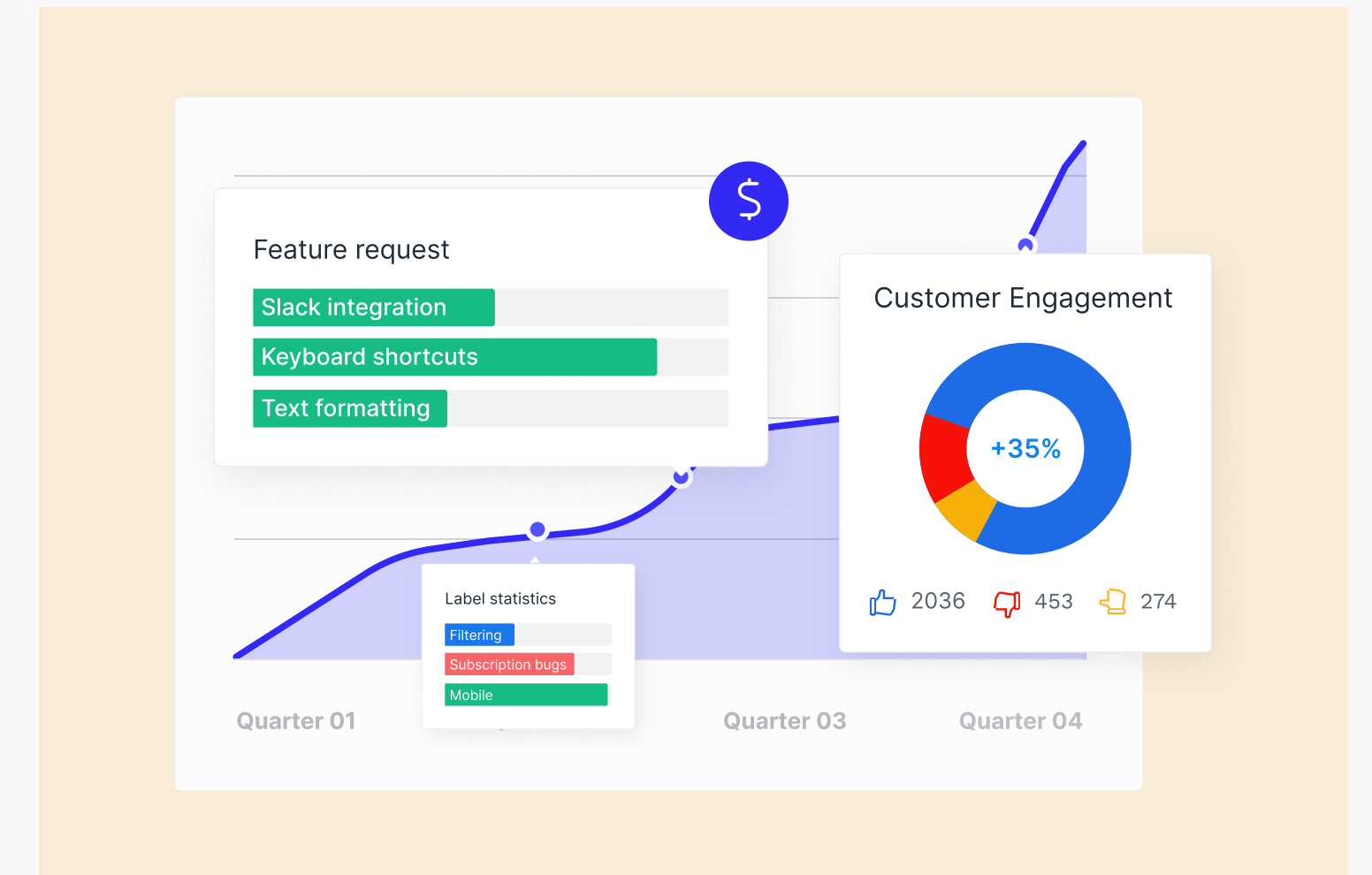
We are simple

Send visual and contextual feedback in the simplest way to accelerate its understanding from end-users or team to team.



We are easy-to-use yet enterprise compliant

Easy for everyone to onboard and adopt. Collect and manage feedback at scale.



We drive savings

With best-in-class integrations and smooth workflows to act on feedback and close the loop faster.

Customers, development & product teams, love **simplicity**

An easy-to-use solution for **customers** to share insights.

“Now we have a great two-way communication tool that gives our users’ a voice and helps everyone feel more involved in the production process.”



Colin Ulin
Senior Software Engineer @ Pocket Prep



Smooth feedback collection for optimal decision-making for **product teams**.

“How to bring value to the end users is what teams thrive for. And Usersnap helps us get the feedback and evidence we need to keep moving.”

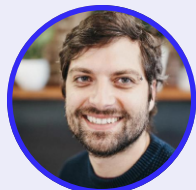


Malgorzata Pryc-Fleischmann
Product Owner @ George Labs



Precise feedback to iterate faster for **development teams**.

“Usersnap allows us to get feedback more often and more precise ever since we adopted it. This really helps us to iterate faster on our design community’s needs.”

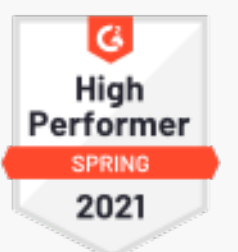
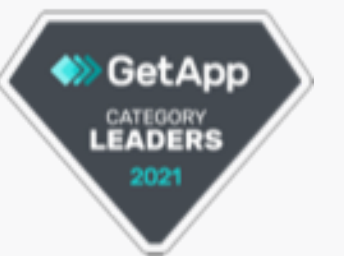
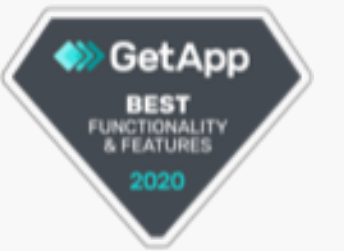


Joshua Feth
Engineer @ Canva



Onboard colleagues and get the team buy-in at ease with awarded **user-friendly** software

- **Unlimited users in all plans** to onboard your team and experience the value faster.
- **Board for your guest users** to share the feedback overview with all interested parties.
- **Multiple permission settings** to handle more sensitive project data and limit access to relevant audience.
- **Free onboarding training** for all new team members joining your team.



Get savings that add up to thousands

0

hours spend on manual ticket entry in Jira, Azure, and 5,000 other tools

80%

time saved on back-and-forth communication

100%

visibility of all bugs and suggestions

7x

more validation of the value of new features to your customers

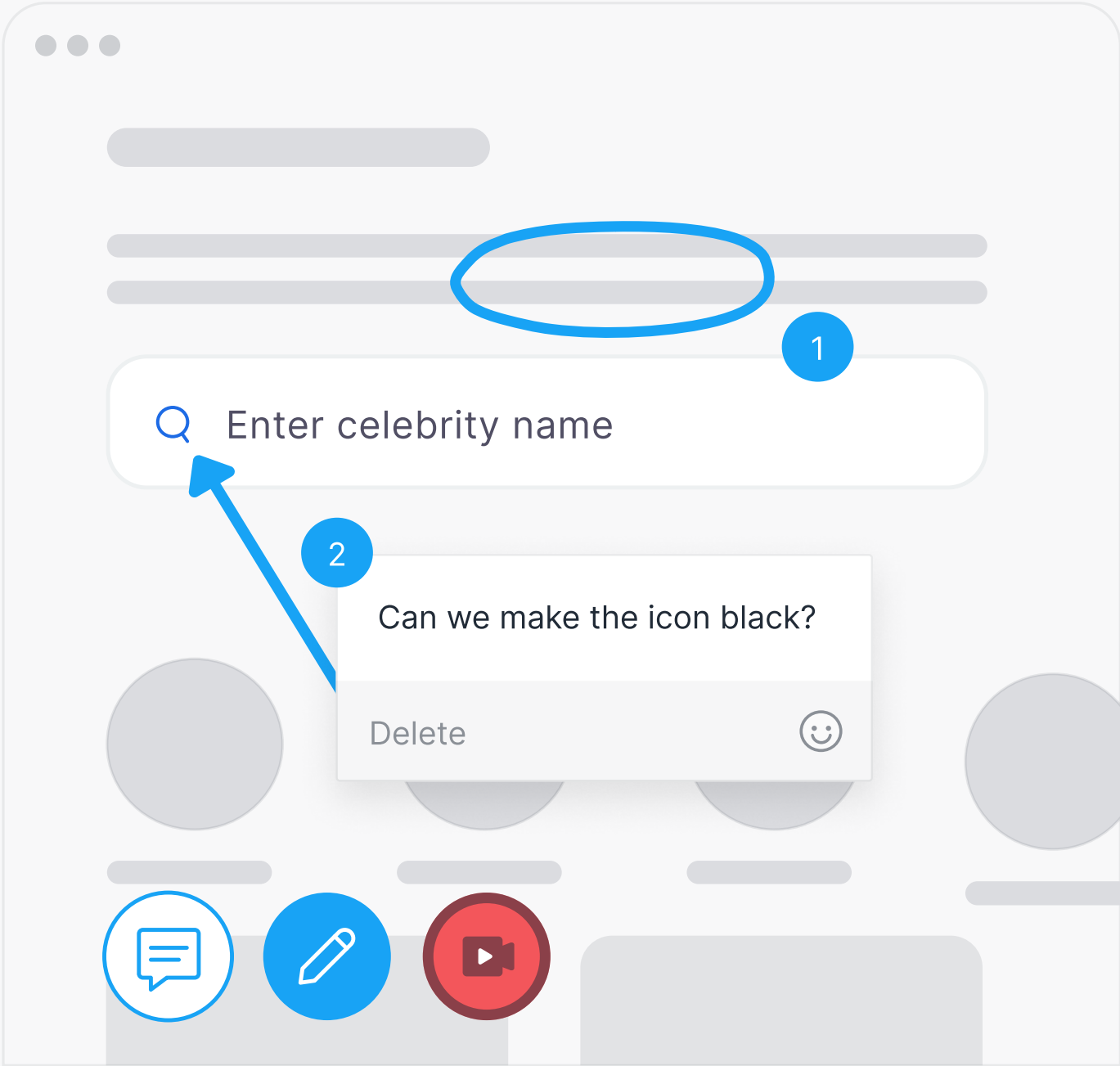
4x

more feedback on a monthly basis

1%

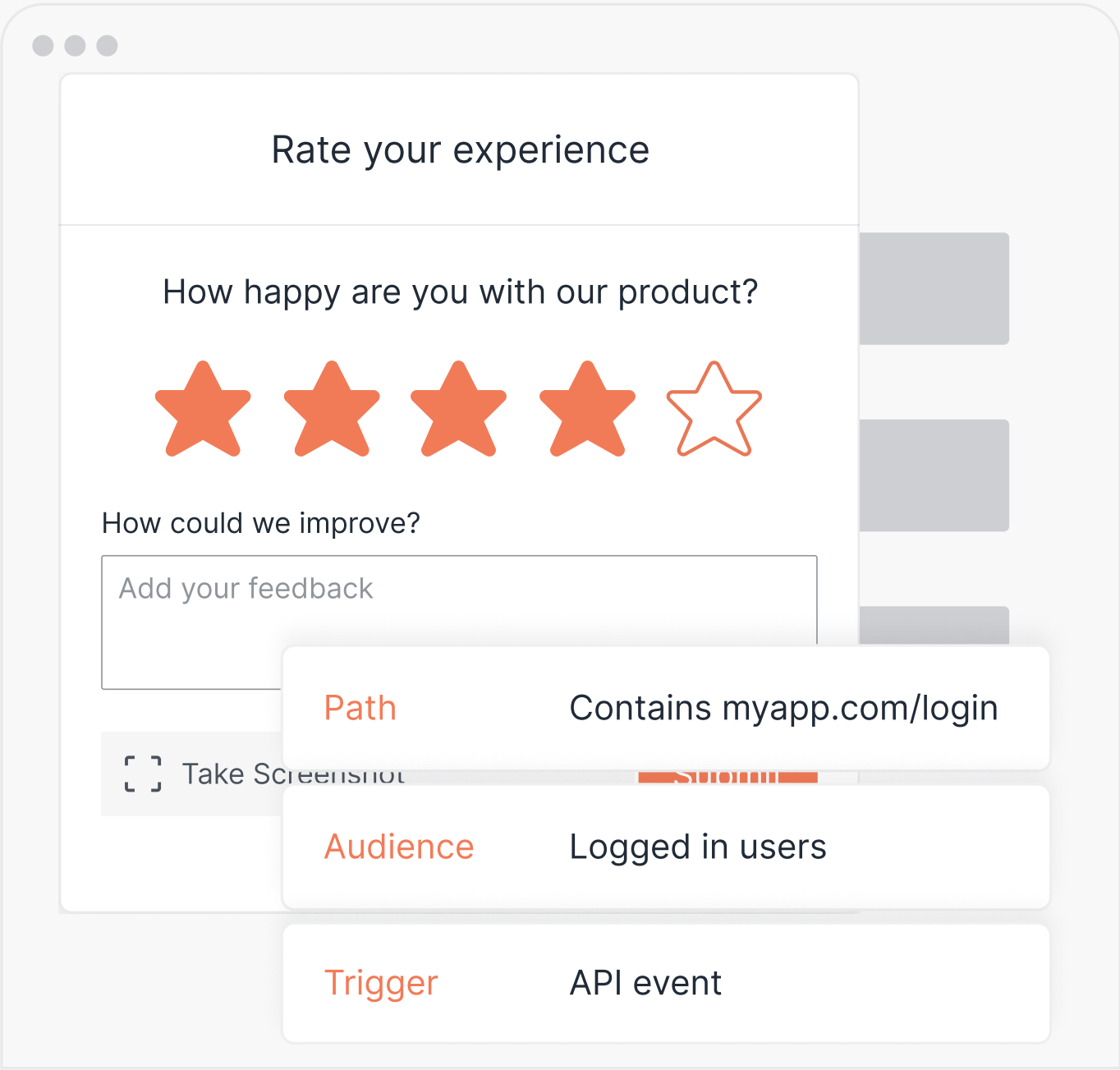
gut feeling when making product decisions

Stay on trend with cutting-edge technology that includes, among others:



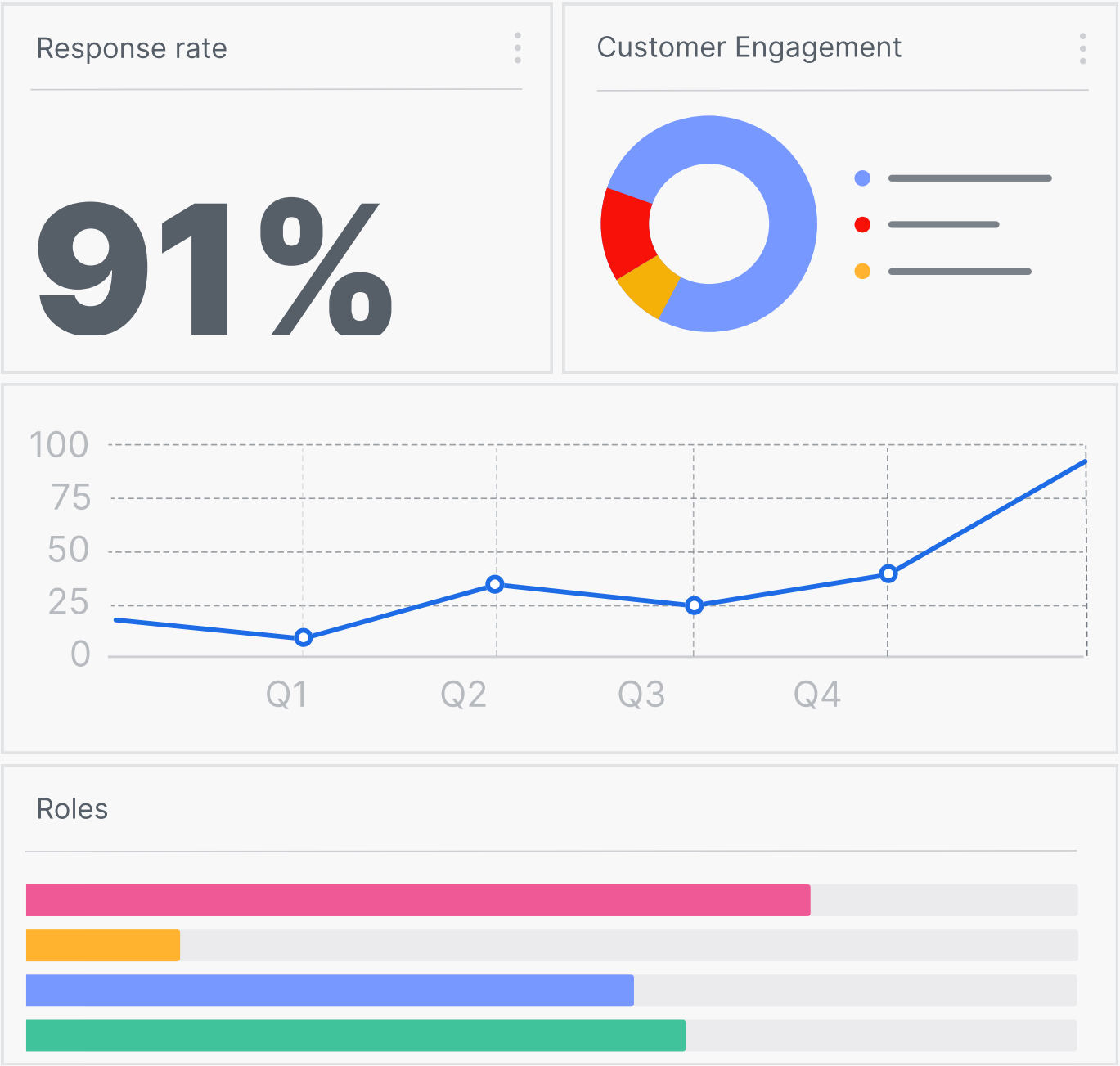
Capturing videos & screenshots with pixel perfect technology

Draw and pin comments directly on the screens with the in-app widget with technical context automatically attached.



Surveys with flexible targeting

Launch CSAT, NPS, polls and thumbs up/down surveys by user events, URL paths or time on page. Target relevant users and track responses.



Labels, statistics & reply-tos

Analyze feedback trends to foster improvements and make wiser product decisions.

All of this, while checking your security boxes



Cloud-based hosting

Usersnap is a cloud-based software hosted on ISO 27001, SOC-2, SSAE16/ISAE 3402 certified data centers.



Data security commitment

100% GDPR compliant. Data hosted in Ireland and Germany. Encryption in transfer & at rest. 256-bit SSL protected.



SSO & 2FA

Support for single sign-on via SAML, oAuth with Google and Microsoft. Enforced two-factor or multi-factor authentication.



Infrastructure audits

Regular system audits by a third-party security company. Penetration tests are conducted to identify any vulnerabilities.



Continuous success

We value you as a partner. Your dedicated success manager will help you optimize and drive strategic results.

Join the 16,000 companies who trust and love Usersnap

Get in touch today!

